

Washington Military Department Emergency Management Division State Enhanced 911 Program

For Immediate Release

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911 Wireless Callers Identified in Emergency Response

Camp Murray, WA -- Wireless Phase I and Phase II coverage is closer to becoming a reality for wireless phone users in Washington state where wireless carriers, the counties and local 911 centers have invested in technology enhancements to protect wireless callers in emergencies. Wireless Phase I and Phase II allows for a quicker emergency response to your call for help.

In 1997 the Federal Communications Commission (FCC) established a two-phase plan to provide Automatic Number Identification (ANI) and Automatic Location Identification (ALI) service on all wireless phones. This service, known as the enhanced 911 (E911) system, has been available since 1999 on wireline phones in Washington. Wireless phones up to the present time have been unable to provide ANI and ALI for 911 calls. The FCC then ruled that wireless carriers must, within six months of the request, provide both ANI and ALI on all 911 wireless calls received at the state's 67 Public Safety Answering Points (PSAPs) or call centers.

Wireless Phase I service, available statewide by most carriers, allows a wireless 911 call to automatically display the wireless phone's call back number and the location of the cell tower from which the call originated at the 911 call taker's work station.

Wireless Phase II rules that wireless service carriers must provide more precise location (the longitude and latitude) information, within 50 to 100 meters in many cases. Wireless ALI is a critical service since too often wireless 911 callers are unable to provide the location from which they are calling or the caller is unable to speak. Implementation of wireless Phase II technology must take place within six months of a PSAP request but not later than Dec. 31, 2005.

The 12 wireless service providers currently providing coverage in Washington include Air Peak Communications, AT&T Wireless, Cingular Wireless, Cricket Communications, Inland Cellular, Nextel, Qwest Wireless, Rural Cellular, Sprint PCS, T-Mobile USA, US Cellular and Verizon Wireless.

To confirm the 911 capability from your wireless phone, contact your wireless carrier. As a public service, wireless customers may check out if their wireless carrier has ANI/ALI capability by accessing the Enhanced 911 website at: <http://emd.wa.gov/2-e911/wireless/01-wireless-idx.htm>. This listing is updated monthly.

The following details the wireless carriers, counties and status of Phase I and Phase II wireless service delivery as of **June 30, 2004**.

Airpeak Communications – Customer Service: 1-888-922-0292

Counties served: Spokane

Phase I Coverage: service unavailable

Phase II Coverage: service unavailable

AT&T Wireless – Customer Service: 1-866-293-4634

Counties served: Adams, Benton, Clallam, Clark, Cowlitz, Douglas, Ferry, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Wahkiakum, Walla Walla, Whatcom, Whitman, Yakima

Phase I Coverage: Adams, Benton, Clallam, Clark, Cowlitz, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Wahkiakum, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Clallam, Clark, Jefferson, King, Lewis

Cingular Wireless – Customer Service: 1-800-331-0500 or 611

Counties served: Adams, Benton, Chelan, Clallam, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Lewis, Lincoln, Mason, Pierce, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase I Coverage: Adams, Benton, Chelan, Clallam, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Lewis, Lincoln, Mason, Pierce, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Clallam, King, Lewis

Cricket Communications – Customer Service: 1-800-CRICKET or *611

County served: Spokane

Phase I Coverage: Spokane

Phase II Coverage: service unavailable

Inland Cellular

Counties served: Adams, Asotin, Columbia, Garfield, Grant, Lincoln, Walla Walla, Whitman

Phase I Coverage: Adams, Asotin, Columbia, Garfield, Grant, Lincoln, Walla Walla, Whitman

Phase II Coverage:

- more -

Nextel Communications – Customer Service: 1-800-639-6111

Counties served: Adams, Benton, Chelan, Clallam, Clark, Cowlitz, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase I Coverage: Adams, Clallam, Clark, Cowlitz, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, San Juan, Spokane, Thurston, Walla Walla, Whatcom, Yakima

Phase II Coverage: Clallam, Clark, Island, King, Lewis, Yakima

Qwest Wireless – Customer Service: Qwest.com/customerService/

Counties served: Adams, Asotin, Benton, Clark, Cowlitz, Franklin, Grant, Island, Jefferson, King, Kitsap, Lewis, Lincoln, Pierce, San Juan, Skagit, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Yakima

Phase I Coverage: Asotin, Clark, Cowlitz, Grant, Island, Jefferson, King, Kitsap, Lewis, Lincoln, San Juan, Skagit, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Yakima

Phase II Coverage: Clark, King

Rural Cellular Corporation – Customer Service: 1-800-385-5645

Counties served: Asotin, Chelan, Columbia, Douglas, Ferry, Garfield, Okanogan, Pend Oreille, Stevens, Walla Walla, Whitman

Phase I Coverage: Asotin, Columbia, Garfield, Okanogan, Pend Oreille, Walla Walla, Whitman

Phase II Coverage: service unavailable

Sprint PCS – Customer Service: 1-888-211-4727 or *2 on the mobile

Counties served: Adams, Asotin, Benton, Chelan, Clallam, Clark, Cowlitz, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase I Coverage: Adams, Asotin, Benton, Chelan, Clallam, Clark, Cowlitz, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Adams, Clallam, Clark, Island, King, Lewis, Lincoln, San Juan, Thurston, Yakima

T-Mobile USA – Customer Service: 1-80-TMOBILE

Counties served: Adams, Benton, Chelan, Clallam, Clark, Cowlitz, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase I Coverage: Adams, Chelan, Clallam, Clark, Cowlitz, Douglas, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Kittitas, Klickitat, Lewis, Lincoln, Mason, Pacific, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Whitman, Yakima

Phase II Coverage: Clallam, Clark, King, Yakima

United States Cellular – Customer Service: 1-888-944-9400

Counties served: Benton, Franklin, Grant, Grays Harbor, Kittitas, Klickitat, Lewis, Mason, Pacific, Skamania, Wahkiakum, Yakima

Phase I Coverage: Franklin, Grant, Grays Harbor, Kittitas, Klickitat, Lewis, Mason, Pacific, Skamania, Wahkiakum, Yakima

Phase II Coverage: Lewis, Yakima

Verizon Wireless – Customer Service: 1-800-922-0204 or *611 on mobile

Counties served: Chelan, Clallam, Clark, Douglas, Ferry, Grays Harbor, Island, Jefferson, King, Kitsap, Klickitat, Lincoln, Mason, Okanogan, Pend Oreille, Pierce, San Juan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom

Phase I Coverage: Chelan, Clallam, Clark, Douglas, Ferry, Grays Harbor, Island, Jefferson, King, Kitsap, Klickitat, Lincoln, Mason, Okanogan, Pend Oreille, San Juan, Skagit, Snohomish, Spokane, Stevens, Thurston, Whatcom

Phase II Coverage: Clallam, Clark, Jefferson, King

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